



Child Support News You Can Use

Child Support Enforcement Division
Massachusetts Department of Revenue
(DOR)
Fall 2015

Having trouble paying support?

Sometimes, a parent runs into circumstances that make it hard to keep up with child support payments. For example, the parent gets laid off from a job or becomes disabled. Even if the parent isn't working, the child support order doesn't change automatically. If you have an order to pay current child support, only a court can change the amount of the order. If you are having trouble paying the current child support order, we may be able to help you ask the court for a change (called a modification) to the amount of the child support order. See page 2 of the newsletter to find out how to ask for help with a modification.

If you don't have a current support order but owe past-due support and are having trouble making your regular payments (for example because your income is limited, you're disabled, or your children now live with you), DOR might be able to help you pay less without having to go to court. Call us at 800-332-2733 (617-660-1234 in the Boston area) to ask about setting up a new payment agreement (a plan for how much you'll pay and when). In some circumstances, we may be able to let you pay less past-due child support owed to Massachusetts. This is called an "equitable adjustment." To ask for an equitable adjustment call us and ask for the right forms.



Mailing Address Regional Offices

The physical location of our regional offices has not changed but now they all have one mailing address. All mail for a regional office should go to: DOR/CSE, P.O. Box 7057, Boston, MA 02204-7057.

Child Support Customer Service Survey



We want to hear from you! Go to our website to take the survey and tell us about your experiences with us. The information you give us in the survey is really helpful and will help



Do you think the amount of your child support order should change?

Either parent can ask the court to increase or decrease the amount of a child support order or add an order for health insurance coverage for the children. This is called a modification.

Only the court can modify your order, but we can review your case and, if appropriate, help you go to court to ask for a modification.

In Massachusetts, the court uses the Child Support Guidelines. For an estimate of how much a court might order, you can use the Child Support Guidelines Worksheet on our website at www.mass.gov/cse.

You can also find more information on our website ("How to Make Changes to Your Court Order"), but basically you can:

- ⇒ Ask the court or DOR for the forms you need
- ⇒ Fill out the forms and gather documents (paystubs, letters verifying benefits, etc.)
- ⇒ Send the forms and documents to us

We will review your information. If we feel that a modification is appropriate in your case, we will schedule a court hearing. We'll tell you and the other parent of the date and time. You must come to court for the hearing. If we do not think that a modification is appropriate, we will tell you and you can file your documents with the court on your own.

Reminder: 1099-INT Forms will be sent in January, 2016



While child support is not taxable, any interest payments you get are taxable. To find out how much interest you've received so far this year, go to www.mass.gov/cse, log in to the Case Manager using your PIN and password, and then click on "How much interest have I received this year?" to get up-to-date information. We update this amount every time we send you an interest payment.

If you get a total of \$600 or more in interest payments between January 1, 2015 and December 31, 2015, DOR will send you a 1099-INT form next January. The form tells you exactly how much you interest you were paid in 2015 and we will send a copy of this 1099-INT form to the Internal Revenue Service (IRS).

You can do lots of things on our website:

- Get a payment history for the housing authority.
- Make payments.
- Get your balance.
- Change your address.



Call us if you need help with your PIN and password.